



COVID-19 Emergency Operations Center

SOP No: MS-169
Draft Date: 3/24/2022

Standard Operating Procedure Handling Incoming Client Deliveries Procedure

Subject: Handling Incoming Patient Deliveries Procedure

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to facilitate handling outside deliveries for clients completing quarantine and isolation at Medical Shelter Sites.

2. Procedure

a. UberEATS/Postmates/GrubHub

- a. Confirm the room number and/or patient name with delivery driver.
- b. Provide items to case management team
- c. Allowed items will be delivered to client

b. Delivery from family member or friend

- a. Search all items for any contraband
- b. Notify medical staff of found contraband
- c. Provide all other items to case management team
- d. Allowed items will be delivered to client